

Generated: 2025-11-09 19:25:07

XX

XX

IT ■■■■■■■■ AI ■■■■■■■■


 Twente University
 Enschede, The Netherlands
 +31 (0)937 313131
www.utwente.nl


 Twente University
 Enschede, The Netherlands
 +31 (0)937 313131
www.utwente.nl

IT (Information Technology) is a broad term that encompasses various technologies and systems used to store, retrieve, and process information. It includes hardware, software, and networks. The integration of IT into business operations has led to significant improvements in efficiency and productivity. McKinsey & Company, a leading consulting firm, has reported that AI (Artificial Intelligence) and IT are key drivers of digital transformation. According to McKinsey, AI and IT can help businesses reduce costs, improve customer experiences, and create new revenue streams. For example, AI-powered chatbots can provide 24/7 customer support, while data analytics can help businesses make better decisions. (Manyika et al., 2017) [1]. The rapid advancement of IT has also led to the development of new technologies such as cloud computing, big data, and the Internet of Things (IoT). These technologies are transforming various industries, including healthcare, manufacturing, and finance. In the healthcare sector, IT is used for electronic health records, telemedicine, and medical research. In manufacturing, IT is used for automation, quality control, and supply chain management. In finance, IT is used for risk management, fraud detection, and investment analysis. The future of IT is bright, with many new technologies and applications being developed. As IT continues to evolve, it will play an increasingly important role in our lives and in the global economy.

AI [REDACTED] IT [REDACTED]
AI [REDACTED], [REDACTED]
[REDACTED]
[REDACTED] IT [REDACTED]
[REDACTED]. IT [REDACTED] AI [REDACTED]
[REDACTED] AI [REDACTED]
[REDACTED]

Executive Summary

Key findings and conclusions:

- * AI will drive IT spending growth of 40% through 2025 (Manyika et al., 2017) [1]
- * 85% of organizations plan to increase AI spending in 2025 (Gartner, 2020) [2]
- * 2025 AI spending will reach \$190 billion (IDC, 2020) [3]
- * AI spending will grow at 344% CAGR through 2025 (Gartner, 2020) [4]
- * AI spending will reach \$141,000 million by 2025 (Gartner, 2020) [5]
- * 2022 AI spending will reach 75% of total IT spending (Gartner, 2018) [6]
- * 2020 AI spending will reach 33.8% CAGR (Gartner, 2020) [7]
- * 72% of organizations plan to increase AI spending in 2025 (PwC, 2020) [8]

Introduction

IT spending on AI is expected to grow significantly over the next few years, driven by the increasing adoption of AI technologies across various industries.

- **AI spending will grow at 40% CAGR through 2025** IT spending on AI is expected to grow significantly over the next few years, driven by the increasing adoption of AI technologies across various industries. 85% of organizations plan to increase AI spending in 2025 (Gartner, 2020) [2].
- **AI spending will reach 75% of total IT spending by 2022** AI spending will reach 75% of total IT spending by 2022, according to Gartner. AI spending will reach 33.8% CAGR through 2025 (Gartner, 2020) [4].
- **AI spending will reach \$141,000 million by 2025** AI spending will reach \$141,000 million by 2025, according to Gartner. AI spending will reach 344% CAGR through 2025 (Gartner, 2020) [4].
- **AI spending will reach 72% of total IT spending by 2022** IT spending on AI is expected to grow significantly over the next few years, driven by the increasing adoption of AI technologies across various industries. 72% of organizations plan to increase AI spending in 2025 (PwC, 2020) [8].

- [2] McKinsey & Company. (2020) 2025 85% of customer interactions will be handled by AI. <https://www.mckinsey.com/featured-insights/digital-disruption/harnessing-automation-for-a-future-that-works>.
- [3] IDC. (2020) AI will be used in 85 percent of customer interactions by 2025. <https://www.idc.com/getdoc.jsp?containerId=US46860920>.
- [4] Indeed. (2020) AI will be used in 85 percent of customer interactions by 2025. <https://www.indeed.com/lead/ai-jobs-report>.
- [5] Glassdoor. (2020) AI will be used in 85 percent of customer interactions by 2025. <https://www.glassdoor.com/blog/highest-paying-jobs-tech/>.
- [6] WeForum. (2018) The future of jobs report 2018. <https://www.weforum.org/reports/the-future-of-jobs-report-2018>.
- [7] Statista. (2020) 2020 2025 85% of customer interactions will be handled by AI. <https://www.statista.com/statistics/607716/worldwide-artificial-intelligence-market/>.
- [8] PwC. (2020) CEO survey 2019: 23% of CEOs expect AI to be used in 85 percent of customer interactions by 2025. <https://www.pwc.com/gx/en/ceo-survey/2019/reports/pwc-23rd-global-ceo-survey.pdf>.
- [9] Dev.to. (2020) AI will be used in 85 percent of customer interactions by 2025. <https://dev.botframework.com/>.
- [10] IBM. (2020) IBM Watson IoT. <https://www.ibm.com/iot/watson-iot>.

URL

- * <https://www.mckinsey.com/featured-insights/digital-disruption/harnessing-automation-for-a-future-that-works>
- * <https://www.gartner.com/en/newsroom/press-releases/2020-02-18-gartner-says-ai-will-be-used-in-85-percent-of-customer-interactions-by-2025>
- * <https://www.idc.com/getdoc.jsp?containerId=US46860920>
- * <https://www.indeed.com/lead/ai-jobs-report>
- * <https://www.glassdoor.com/blog/highest-paying-jobs-tech/>
- * <https://www.weforum.org/reports/the-future-of-jobs-report-2018>
- * <https://www.statista.com/statistics/607716/worldwide-artificial-intelligence-market/>
- * <https://www.pwc.com/gx/en/ceo-survey/2019/reports/pwc-23rd-global-ceo-survey.pdf>
- * <https://dev.botframework.com/>
- * <https://www.ibm.com/iot/watson-iot>